

12 June 1975

TO :

FROM:

SUBJ: Comments on MAGID-16: Open Meeting

1. MAGID Recommendation: Individual offices should be given the predominant role in designing and implementing environmental improvements, including a say in how budgeted funds are to be spent within offices.

Comment: I am not sure what MAGID means here. Within this Directorate, Offices do have the predominant role and determine how funds are to be used. There is Directorate review but as you know we are solidly behind environmental improvements and have provided most of the leadership and encouragement for moving ahead. We have no money of our own--we work through the offices. However, MAGID could be referring to constraints of the Fine Arts Committee, Office of Logistics, et al. It is not clear.

2. MAGID Recommendation: Employees should be encouraged to seek their own solutions to minor problems, but broad guidelines should be drawn up and published as to what individuals may or may not do on their own in, for example, improving their own work areas.

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Comment: I presume MAGID is referring to such things as restrictions against changing the colors on doors, etc. If so, we might be able to find some guidelines somewhere and publish them.

3. MAGID Recommendation: Offices have apparently been given a \$500 grant for environmental improvements. This should be increased to more workable levels as an annual operating budget for office environment committees. Committees should be allowed to budget expenditures at best possible prices rather than spend at over-priced GSA rates.

Comment: I think we should discuss this with MAGID. I don't know what they mean by a \$500 "grant". Offices have significant funds budgeted for "repairs and renovations"; the entirety of these funds are available if Office management wants to use them for this ~~type of~~ purpose. As for the second point, expendables such as wall hangings can be purchased up to a cost of \$100 from imprest funds. Beyond that, discussions with Logistics usually resolve rather quickly whether something should be purchased through GSA or otherwise. I am not aware that this is a big problem. A bigger problem probably is convincing office-level management that the particular request is how they want to spend their money.

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4. MAGID Recommendation: Names and phone numbers of responsible people that can be called for servicing environmental problems and difficulties with personal services should be circulated and employees encouraged to make problems known to responsible officials.

Comment: The person to be contacted in every instance is the Office admin staff. These staffs have functional indexes (the Management Staff issued one for their use about 3 months ago) that assist them in getting to the right people to help. We don't want every Tom, Dick and Harry laying-on service requests with the Office of Logistics. It just wouldn't work.

5. MAGID Recommendation: High-level steps should be taken to reform or bypass the bureaucratic flotsam and jetsam that requires months to reach solutions to environmental problems. A case in point is the many months it took to get a DDI bulletin board set up. Maximum response-time standards should be specified and some high-level recourse (an environmental ombudsman?) established for satisfaction when standards are not met.

Comment: Good luck!

6. MAGID Recommendation: Appropriate DDI staffs, in conjunction with office representatives and employee groups such as office environmental committees, should devise a long-range plan for space utilization and all major environmental improvements.

Comment: Logistics has a six-year

Building and for refurbishing furniture. That's pretty long-range. In addition, we are pushing very hard to get it done sooner--even putting up Directorate money to do so. For example, in FY 1975 we are paying to have 15,000 sq. ft. carpeted and the furniture refurbished. Logistics will pay for another 10,000 sq. ft. in FY 1976. We hope to be able to pay for at least an additional 10,000 sq. ft. in FY 1976. So by the end of FY 1976 we could have about 35,000 sq. ft. done. I have all I can do for now; Any other planning should be done by the individual offices until we get under control what we have already started.

7. MAGID Recommendation: The same groups, perhaps in conjunction with professional consultants, should make a decision as to whether offices go the route of individual cubicles or open, "office landscaping" as solutions to space, noise, and flexibility problems. A specific plan for implementation of either or both systems should be drawn up.

Comment: The offices should do this based on the type of activity, etc. I don't think I can do much in this area until we have gotten the place carpeted and the furniture refurbished. Then we might take a look at different (and longer to implement) concepts for the arrangement of people in rooms.

8. MAGID Recommendation: The various roles of GSA, the Architecture and Design Staff, and the Fine Arts Commission should be carefully defined and limited. Currently, the overall aims of each appear to preclude the flexibility needed to easily and quickly solve minor problems.

Comment: I can't argue with this. But it is outside my jurisdiction and I doubt that we can do anything very much about it. In fact, the situation isn't good now--but it could be worse if those groups ever got organized.



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MAGID-16

3 June 1975

MEMORANDUM FOR: Deputy Director for Intelligence
SUBJECT : Open Meeting

On Thursday, 15 May, the MAGID held an open meeting at which some 40 members of the Directorate presented their views regarding practical adjustments that can be made to the Agency working environment to improve efficiency and morale. Also attending were

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25X1 [] DDI Environmental Group Coordinator, and []
[] Executive Secretary of the Fine Arts Commission. They informed the group of DDI plans for physical improvements such as vaulted work space, increased use of carpeting, attempts to meet minimum floor space requirements, and painting of walls and furniture.

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Suggestions

Suggestions from the floor repeated general problems that most of us are aware of but which never appear closer to solution. These include:

- Imbalances, inefficiencies, and other malfunctions in the heating and air conditioning systems;
- Exorbitant noise levels within offices;
- Overcrowding of people and equipment in many offices;
- Inordinate response time for requests for services and repairs;
- Emphasis on so-called "public areas" to the detriment of improvements to actual work areas; and,
- Lack of a publicized, long-range plan for environmental improvements.

The audience was equally emphatic in describing small but nettlesome problems that appear on the surface to be easily solvable but about which the Agency is either unaware or unsympathetic. These include:

- Lack of adequate services and poor standards of cleanliness and comfort on the ground and basement floors;
- Too little attention to conditions in non-headquarters buildings;
- Inordinate delays in resolving insurance claims, and in receiving credit union and VIP fund statements;
- Unresponsive treatment from a medical staff that appears underutilized at most times;
- Inefficiencies of having OTR facilities located away from the bulk of Agency employees; and,
- Inequities in the allocation of women's hours at recreation facilities.

Recommendations

The impression left by the meeting participants was one of appreciation for the relatively agreeable environment we have vis-a-vis some other government agencies, but general frustration that persistent problems go unsolved. While many of the complaints are not DDI-specific, the directorate may be able to get the ball rolling toward solution of some of them. In this light, MAGID makes the following recommendations:

- Individual offices should be given the predominant role in designing and implementing environmental improvements, including a say in how budgeted funds are to be spent within offices.
- Employees should be encouraged to seek their own solutions to minor problems, but broad guidelines should be drawn up and published as to what individuals may or may not do on their own in, for example, improving their own work areas.

- Offices have apparently been given a \$500 grant for environmental improvements. This should be increased to more workable levels as an annual operating budget for office environment committees. Committees should be allowed to budget expenditures at best possible prices rather than spend at over-priced GSA rates.
- Names and phone numbers of responsible people that can be called for servicing environmental problems and difficulties with personal services should be circulated and employees encouraged to make problems known to responsible officials.
- High-level steps should be taken to reform or bypass the bureaucratic flotsam and jetsam that requires months to reach solutions to environmental problems. A case in point is the many months it took to get a DDI bulletin board set up. Maximum response-time standards should be specified and some high-level recourse (an environmental ombudsman?) established for satisfaction when standards are not met.
- Appropriate DDI staffs, in conjunction with office representatives and employee groups such as office environmental committees, should devise a long-range plan for space utilization and all major environmental improvements.
- The same groups, perhaps in conjunction with professional consultants, should make a decision as to whether offices go the route of individual cubicles or open, "office landscaping" as solutions to space, noise, and flexibility problems. A specific plan for implementation of either or both systems should be drawn up.
- The various roles of GSA, the Architecture and Design Staff, and the Fine Arts Commission should be carefully defined and limited. Currently, the overall aims of each appear to preclude the flexibility needed to easily and quickly solve minor problems.